

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone: (rFax:Priority: Respond Within Five DaysOpinion No. 2010 - 90084Date: 10/12/2010Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By:

April

Shields

Account Name:

Edward D. Hawley

Home: (000) 000-0000Street:Work:City:

Wellton

CBR:State:

AZ

Zip: 85356

is:Utility Company:

The Links at Coyote Wash Utilities, LLC

Division:

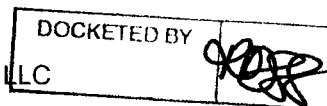
Sewer/Water

Contact Name:Contact Phone:Nature of Complaint:

10-8-10

April Shields

wellton, AZ 85356

Name of Utility Co.: Links at Coyote Wash Utilities LLC
Name on Bill: Links at Coyote Wash Utilities
Account Number: CW1128-02Arizona Corporation Commission
DOCKETED
OCT 13 2010RECEIVED
2010 OCT 13 A 9:50
DOCKET CONTROL

Due to the economy being as it is, its hard to believe they want to raise the rates by 38%, when we purchased property here we were told the rates would go down, the system has always had quite a repulsive odor in many areas from day one.

We feel that \$30.00 is more the adequate.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 10/12/2010Opinion No. 2010 - 90084

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90083

Date: 10/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Edward D.**

Hawley

Account Name: Edward D. Hawley

Home:

Street:

Work: (9

City: Wellton

CBR:

State: AZ Zip: 85356

is:

Utility Company. **The Links at Coyote Wash Utilities, LLC**

Division: Sewer/Water

Contact Name:

Contact Phone:

Nature of Complaint:

10-8-10

Gerald Frisinger

Wellton, AZ 85356

P

Name of Utility Co.: Links at Coyote Wash Utilities LLC

Name on Bill: Links at Coyote Wash Utilities

Account Number: CW-1128.02

Company Contacted: Yes

Our economy the way it is, it's hard to believe that they want to raise our sewer rate by 38% half of these systems are only used for 6 months, and billed for 12 months. We were told the rates would go down when we purchased property. Many areas have a very repulsive odor. We feel \$30.00 is more than adequate.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 10/12/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax

Priority: Respond Within Five Days

Opinion No. 2010 - 90082

Date: 10/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Gerald Last: Frisinger

Account Name: Gerald Frisinger

Home:

Street:

Work:

City: Wellton

CBR:

State: AZ Zip: 85356

is:

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name:

Contact Phone

Nature of Complaint:

10-8-10

Gerald Frisinger

Wellton, AZ 85356

evapora.com

Name of Utility Co.: Links at Coyote wash Utilities LLC

Name on Bill: Links at Coyote Wash Utilities

Account Number: CW-1128.02

Company Contacted: Yes

Our economy the way it is, it's hard to believe that they want to raise our sewer rate by 38% half of these systems are only used for 6 months, and billed for 12 months. We were told the rates would go down when we purchased property. Many areas have a very repulsive odor. We feel \$30.00 is more than adequate.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

Date Completed: 10/12/2010

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90080

Date: 10/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Thomas West

Account Name: Thomas West

Home: (000) 000-0000

Street:

Work:

City: Wellton

CBR:

State: AZ Zip: 85356

is: Cellular

Utility Company: The Links at Coyote Wash Utilities, LLC

Division: Sewer/Water

Contact Name: C. C. . . .

Contact Phone:

Nature of Complaint:

10/5/2010

Thomas West

wash)

Wellton, AZ 85356

CA'36

E

Name of Utility Co.: Links at Coyote Wash Utilities LLC

Name on Bill: Links at Coyote Wash Utilities

Account Number: cw1103.02 cw1157.01

Due to our economy it is hard to believe that you would raise our sewer rate by 38%. The majority of this community only use the sewer service for approximately 5 to 7 months, but we are billed for 12 months. When we purchased property here in 2004, we were told the rates would go down as people built here, which they have! The sewer system here has always had quite a repulsive odor in many areas from day one of this sub division. We feel that \$30 is more than adequate.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion Docketed

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90093

Date: 10/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **David**

DeSalvo

Account Name: David DeSalvo

Home: (000) 000-0000

Street:

Work:

City: Wellton

CBR:

State: AZ Zip: 85356

is:

Utility Company: **The Links at Coyote Wash Utilities, LLC**

Division: Sewer/Water

Contact Name:

Contact Phone:

Nature of Complaint:

October 6, 2010
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona

Dear Arizona Corporation Commission,
The receipt of your letter informing us of the application for a rate increase for our sewer service (Links at Coyote Wash Utilities, LLC) came as complete shock to the residents of Coyote Wash. When we agreed to pay the outrageous amount of \$30.00 a month, it was with the express understanding that the rate would NEVER increase.

The majority of the residents of Coyote Wash form a community of senior citizens with fixed incomes. Many have incomes that have NOT increased with the cost of living. We are receiving less and paying more for our day to day expenses. Our health insurance charges are rising just as our health needs become greater. Our home values have decreased with today's economic conditions and we expect to see little relief from our financial woes in the near future.

We have become accustomed to slowly rising expenses, but a raise of 38.6% is totally unacceptable.

"The Links" claims it needs additional revenue to continue to provide services to the community. The pond which receives the "reclaimed" water often smells like an open sewer, and the company plans on using it for hundreds of new buildings in the future. We, as a community, have long been concerned about this situation. Perhaps we would be more understanding of a small rise in the rates if the service was improved.

We respectfully ask the Commission to reject this application and stop the inappropriate profit taking of Pivotal Utilities.

cc: Links at Coyote Wash Utilities
6825 E. Tennessee Avenue, Suite 547
Denver, CO 80224
and Mrs.

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 10/12/2010

Opinion No. 2010 - 90093

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad MortonPhone:Fax: /Priority: Respond Within Five DaysOpinion No. 2010 - 90094Date: 10/12/2010Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By:

Gloria

Brogdon

Account Name:

Gloria Brogdon

Home:Street:Work:City:

Wellton

CBR:State:

AZ

Zip: 85356

is:Utility Company:

The Links at Coyote Wash Utilities, LLC

Division:

Sewer/Water

Contact Name:Contact Phone:Nature of Complaint:

Rav and Glade Brogdon

Wellton, Az. 85356

October 6, 2010
Arizona Corporate Commission
1200 West Washington St.
Phoenix, Az, 85200
Re: Rate Increase at Links at Coyote Wash Utilities, LLC

Dear Commissioners:

The purpose of this letter is to request that if and when you raise our sewer rates, please obtain a guarantee that the sewer odor will be controlled at all times. My husband and I are not against a modest increase of 10% to 15% in the monthly sewer fees but feel an \$11.00 increase is unreasonable. We live directly across the fairway from one of the sewer pump stations. With any increase we would expect that a guarantee would be included that states the sewer smell will be attended to on a constant basis. We were not aware that the pump station was directly across the thirway when we purchased our home. More than once we have cancelled our plans to eat lunch or dinner outside because the smell was horrendous. There must be some way to control the odor so we can enjoy our backyard anytime of the thy or evening.

Another consideration that should be addressed is for part-time occupants; those of us that occupy our Wellton houses 5 or 6 months of the year. The city charges us for trash removal only during the months we use their services and there is no charge when we are away. There must be a way for the city of Wellton to inform the Links at Coyote Wash Utilities when we are away and when we are there. I see no reason for us to pay the thu monthly fee when we are receiving no benefits for our money. Perhaps two fees should be addressed, one for full-time residents and one for part-time residents. We wish you the best in your decision.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Sincerely,

Ioria Brogdon 'N J
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/12/2010

Opinion No. 2010 - 90094

SW 04210 A - 10 - 0392

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ---

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 90096

Date: 10/12/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Stanfor & Marjorie

Lucier

Account Name:

Stanford & Marjorie Lucier

Home: (928) 000-0000

Street:

Work:

City:

Wellton

CBR:

State:

AZ

Zip: 85356

is:

Utility Company:

The Links at Coyote Wash Utilities, LLC

Division:

Sewer/Water

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona
October 7, 2010

Dear Arizona Corporation Commission,

We received your letter yesterday, Oct. 6, 2010 and would like to voice our objection to the proposed increase for our sewer services at our lot in The Links @ Coyote Wash in Wellton, Az. When we purchased the lot, we felt that a charge of \$30.00 a month was very high— and we feel that it is so today. An increase seems preposterous.

There are many of the lots in our first portion of the development that are as of yet undeveloped, but have been purchased: yet it is our understanding that all lots, whether developed or not must pay the sewer fee, so we do not understand what low growth rates have to do with anything!

We are a senior community and are on "fixed" incomes—our property values have lowered, almost everything has risen in cost, and we do not feel that this is an appropriate time to impose increases in our sewer rates without improving the smell of the "reclaimed" water pond.

We respectfully ask the Commission to reject this application made by the Links at Coyote Wash Utilities, LLC, since they continue to develop and sell new areas and we all pay our sewer fees monthly, whether we are there to use the service or not. Most of us are only there for six months or less, so wonder what may be causing the increase in prices for "(x)mmmes supplies, and services".

Thank you for your Consideration,
Stanford Marjorie Lucier

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Wellton, Az. 85356
cc: Links at Coyote Wash Utilities
6825 E. Tennessee Ave., Ste. 547
Denver, Co. 80224
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed
End of Comments

Date Completed: 10/12/2010

Opinion No. 2010 - 90096
